REMARKS

Claims 1-7 are pending in this application. Claim 1 has been amended.

Claims 1-7 were rejected under 35 USC 101 as being directed to non-statutory subject matter. Claim 1 has been amended to recite that the method is implemented using a computer. On page 6, line 19 of the specification, Applicant notes that the method of managing knowledge in an enterprise may be implemented using a software implementation, which runs on a computer. The method is used to produce an output having value to the enterprise. Examples of output having value can be products, software, a document, an approval, etc. (See page 4, line 4 of the specification.)

Claims 1, 3-4 and 6 were rejected under 35 USC 102(e) as being anticipated by Goldthorpe (US Publication 2004/0249832). Claims 2, 5 and 7 were rejected under 35 USC 103(a) as being unpatentable over Goldthorpe. Applicant respectfully disagrees.

Claim 1 as amended claims a computer-implemented method for managing knowledge within an enterprise, comprising: identifying a body of noise, data, information and knowledge for the enterprise comprising skills, theories, rules, processes, techniques, instructions for action used by the enterprise to solve problems and to produce output, some of which has been recorded in documents and some of which is unrecorded form; analyzing the body of noise, data, information and knowledge to identify a plurality of knowledge objects, wherein a knowledge object comprises specific knowledge contained within the body of knowledge which is used by an enterprise process to produce an output having value to the enterprise; capturing any unrecorded knowledge objects and recording them in documents; identifying a measurable business environment comprising a plurality of measurable enterprise processes, wherein the plurality of enterprise processes use the plurality of knowledge objects to produce the outputs having value to the enterprise; measuring the flow of each knowledge object through its associated measurable enterprise process to produce the associated output to determine a baseline flow for the knowledge object; modifying the enterprise process and measuring the flow of the knowledge object through the modified enterprise process until an optimized flow for the knowledge object has been achieved; defining a knowledge taxonomy for the enterprise comprising a classification system for

classifying the plurality of knowledge objects for the enterprise; and classifying the body of recorded knowledge objects according to the knowledge taxonomy for the enterprise.

Noise can be thought of as an incomprehensible jumble of images and text. Data can be considered the results from monitoring events or is derived from other data. Information is the result of summarizing or correlating data. It is data organized into patterns. Knowledge is information which has meaning (and can be in both recorded and unrecorded form). It has been validated, often from documents or collections of documents, but not necessarily, based on criteria determined by the consumer and the industry, such as: quality of method – analytical, statistical and logical methods used to build the information base; review by peer group to validate structure and content based on correspondence: the knowledge corresponds to something real; coherence: the knowledge coheres appropriately with other propositions; pragmatic: propositions that work.

Figure 1 illustrates the relationship between noise and knowledge. Consider that unstructured volumes of information arbitrarily made available on an enterprise's intranet may be more noise than data. In this case, people who search for information may get less than one per cent precision and recall, just like the internet. Either they get hundreds of irrelevant documents (poor precision) or none (poor recall). Providing people with no data or volumes of data that they can't trust significantly inhibits productivity. Global intranets that deliver timely, accurate knowledge to explicitly defined processes are a key to enterprise performance.

The Examiner cites paragraphs [0007] and [0008] or Goldthorpe for teaching "analyzing the body of knowledge to identify a plurality of knowledge objects". Goldthorpe teaches "a universal framework that defines the structure and representation of processes, knowledge, and interrelationships between processes and knowledge in an enterprise". "The framework is used for dynamically building a model of said enterprise in real time. . . ." Nothing in Goldthorpe recognizes the problem of "analyzing the body of noise, data, information and knowledge to identify a plurality of knowledge objects". Indeed, Goldthorpe does not recognize the problem of noise in an enterprise.

Claims 1-7 are believed to be in condition for allowance. The undersigned Xerox Corporation attorney hereby authorizes the charging of any necessary fees, other than the issue fee, to Xerox Corporation Deposit Account No. 24-0025.

Reconsideration of this application and allowance thereof are earnestly solicited. In the event the Examiner considers a personal contact advantageous to the disposition of this case, the Examiner is requested to call the undersigned Attorney for Applicant, Jeannette Walder.

Respectfully submitted,

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